

13. BASIC FUNCTION OF POSITION

Performs a range of moderately difficult and responsible work related to Consular Services including U.S citizen protection and welfare, repatriation, deaths of American citizens abroad, and notarial services. Supports clients' visa application processing, whether here or in New Zealand.

14. MAJOR DUTIES AND RESPONSIBILITIES

a. Passport and Consular Reports of Birth Abroad (CRBA) Services 30%

Reviews all Passports and Consular Reports of Birth Abroad (CRBA) applications for accuracy and completeness. After review and acceptance, forwards the passport applications to the Honolulu Passport Office for processing and the CRBA applications to the American Consulate General Auckland for processing. Assists applicants in completing applications/documentation by providing oral guidance/assistance in English and/or Samoan, as needed. Examines applications, accompanying documents and passports to ensure they are complete, accurate and ready for processing upon receipt in Honolulu and Auckland.

b. Non Immigrant Visas 20%

Screens and reviews all visa applications for completeness and accuracy through the Consular Consolidated Database. Performs data entry of applications into the NIV system in preparation for applicant's interview with the American officer during each interview week in Apia. Provides translation and oral guidance/assistance in English and Samoan as needed during interviews. Manages the online calendar for appointments in Apia. Drafts advertisements for visa week and all outreach media related to Non Immigrant Visas. Provides Non Immigrant Visa updates to webmaster for post website. Answers phone inquiries related to non immigrant visas.

c. Immigrant Visas 10%

Screens and reviews all I-130 petitions accepted at post before the officer takes the oath on the application. Helps immigrant visa beneficiaries in completing the forms when there is language barrier and difficulty understanding English. Checks all the correspondences from IV applicants before documents are sent to the Consulate in Auckland. Acts as liaison between Consulate Auckland and IV applicants based in Samoa. Assists officer in preparation for adoption interviews for applicants under 12. Answers phone inquiries related to immigrant visa processing. Monitors current information and drafts materials relating to Samoan law on adoption of Samoan children by American citizens. Assists U.S. citizens with inquiries concerning adoption, and provides additional information concerning immigrant visa processing services available at American Consulate General Auckland.

d. Protection and Welfare 5%

Provides emergency assistance to U.S. citizens in cases involving death, illness or injury, arrest or detention, financial assistance, property issues, emergency messages, and travel advisories. Assists the Chargé d’Affaires in the interaction with Samoan authorities in these matters and also assists in monitoring cases of imprisoned U.S. citizens. May accompany the Chargé in visiting incarcerated citizens and records notes of matters discussed. Drafts or translates basic diplomatic notes or demarches for delivery to Samoan authorities. Provides translating and interpreting as requested by the Charge.

e. Notarials 10%

Exercises primary responsibility for information on notarial services. Determines the type of notarial services necessary for each request, and prepares forms for the Chargé’s signature. Provides translations of documents and reviews and prepares documents for authentication; refers unusual situations to supervisor. Maintains a form file of samples for reference purposes.

f. U.S. Citizen Services 10%

Maintains informational material on U.S. Customs, income tax, and federal benefits. Compiles and updates a list of English speaking attorneys in the consular district for use by U.S. citizens. Provides assistance and liaises with Social Security Administration and U.S. Veterans field offices in American Samoa on behalf of resident U.S. citizens. Distributes social security checks for resident Americans. Runs name checks against ACS+ for drafting U.S. transportation letters for U.S. citizens and U.S. nationals with emergency travel. Screens and drafts transportation letters for American officer’s signature.

g. Repatriation and Deaths 5%

Conducts the full range of checks necessary to respond to cases of repatriation and deaths of American citizens. Maintains contacts with local authorities, compiles relevant facts, prepares reports and makes arrangements for repatriation or in death cases, the disposition of remains. Prepares standard cables for the reporting of deaths and repatriation, for signature by Consular Officer. Assembles documents for the preparation of the official Report of Death. On an annual basis, prepares a draft report containing legal, procedural and financial information on local burial/cremation practices, the removal of remains from Samoa and entry to the U.S. Maintains contacts with individuals, officials or companies associated with mortuary services and shipment of remains.

h. Birth Verifications 5%

Responsible for liaising with local government authorities in verifying birth, marriage and death records for various U.S. agencies ie; Social Security Administration, Veterans Association, USCIS, ICE and Honolulu Passport Agency etc for persons claiming U.S. citizenship, persons applying for U.S. passports and persons applying for federal benefits.

i. Other Duties 5%

Maintains up to date applicable Foreign Affairs Manual (FAM) and subject files. Maintains case files in order, as well as financial records, and assists in the preparation of SCS data for incorporation in the Consular Package Statistics. Prepares replies to routine correspondence and translates incoming correspondence for the Chargé d’Affaires.

Position is required to be available at any time 24/7/365, to draft warden messages, or in the event of disaster, death, or other crisis, that involves American citizens. Also, due to nature of office, occasionally participates in night, weekend or holiday events for contacts.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:** Completion of university education is required.
- b. Prior Work Experience:** Two years of progressively responsible experience in U.S. and/or Samoan official setting, working with Samoan and English languages, dealing with the public, colleagues, and a wide range of contacts.
- c. Post Entry Training:** On the job training is provided. Additional training may be obtained through correspondence courses and both on and off-site training. Post Regional Security Office (RSO) Security Briefing and other training as required. Online Foreign Services Institute (FSI) courses are available for additional training. Introduction to Working in an Embassy (PN113) and Ethics for New Locally Employed Staff (PA453).
- d. Language Proficiency:** Level 4 (Fluent) English and 3 (Good Working Knowledge) Samoan are required.
- e. Job Knowledge:** Ability to learn applicable consular laws, regulations and procedures is essential.
- f. Skills and Abilities:** Ability to exercise tact and professionalism when dealing with members of the public or public officials. Ability to research, interpret and apply regulatory material and procedures. Skill in written communication, translating and interpreting in both English and Samoan is essential. Ability to use Microsoft Office applications is required.

16. POSITION ELEMENTS

- a. Supervision Received:** The incumbent receives both administrative and technical supervision from the American Chargé d’Affaires, as well as guidance, instruction and support, (but not supervision) from Consular staff in Auckland.
- b. Supervision Exercised:** Provides work guidance to the junior Consular Assistant in the section

- c. Available Guidelines:** Department of State Foreign Affairs Manuals (FAM) and Handbooks (FAH) including Mission directives to include the Consular Handbook.
- d. Exercise of Judgment:** The incumbent must be able to determine priorities among several issues and to determine which matters should be referred to the Consular Officer.
- e. Authority to Make Commitments:** None.
- f. Nature, Level and Purpose of Contacts:** Contacts are with members of the public, officials of the Samoan government, village leaders and civil society, business representatives, attorneys and police. The purpose of contacts is to obtain information relating to U.S. citizen death, repatriation, detainment, arrest or incarceration, etc., and to facilitate the entire range of locally supported consular activity.
- g. Time Expected to Reach Full Performance Level:** Twelve (12) months.